# AVAYA

# 200-Type Module Analog (U.S.) Adjunct Interface

User's Guide

**NOTICE**

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**THE "CE" MARK**

If the "CE" mark is affixed to this equipment, it means that it conforms to the European Union Electromagnetic Compatibility Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC).

## Overview

The 200-type Module Analog Adjunct Interface is an optional device that can be installed with the Avaya 2420 Digital Telephone. This module allows you to connect an analog device (such as an answering machine) to the telephone.

**NOTE:**  Disconnect the 2420 telephone from the wall jack and remove power before removing and/or installing the 200-type module. Refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132) for more information.

## Requirements

The 200-type module requires the installation of the 20-type desk stand. Refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132) for more information.

## Switch Settings

The 200-type module has two channel setting switches that allow you to specify whether an analog device connected to the 200-type module uses the same line as the 2420 telephone (Channel 1) or separate lines (Channel 2). For more information, refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132).

## Troubleshooting

### Visual Power Indicators

The 2420 telephone display provides visual indication whether the module has power. To view the power status, select the **Options** softkey from the 2420 telephone Home screen, and then select the **Self Test** feature button. "-" indicates that the module is not receiving power or is not operating properly. "1" indicates that a single module is receiving power and is operating properly. "2" indicates that two modules are receiving power and are operating properly.

### Resolving Problems

If the module is not receiving power or you do not receive dial tone, refer to the following information to resolve the problem.

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**PROBLEM: MODULE DOES NOT HAVE POWER**

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1    Verify that all cords are securely connected at both ends.

2    Verify that the line cord connecting the auxiliary supply to the telephone is an 8-wire cord.

3    Verify that the 20-type stand is connected to the 2420 telephone.

## PROBLEM: THE MODULE DOES NOT HAVE DIAL TONE

1   Verify that the module has power. (Check the visual indicator on the telephone display.)

2   Verify that all cords on the module, the 20-type stand, and the auxiliary power supply are securely connected at both ends.

3   Verify that the switches on the module are set correctly. For more information, refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132).

4   Check with your system manager to make certain that the 2420 telephone has been administered correctly.

5   Connect the affected module with another 2420 telephone that has a working module. If the module being tested still does not work, it is faulty.

If the module being tested works with the other telephone, try the working module taken from the other telephone and connect it to the telephone experiencing the problem. If this module does not work, the telephone is faulty.

## PROBLEM: THE 2420 TELEPHONE DOES NOT HAVE DIAL TONE

1   Make sure the analog equipment attached to your 2420 telephone is on-hook. The analog equipment attached to your 2420 telephone may be off-hook because it does not detect the "disconnect" signal sent from the 200-type module. You must manually turn off (that is, place on-hook) your analog equipment.

2   If there is still no dial tone, make sure the handset and line cords at your 2420 telephone are securely connected at both ends.

3   If there is still no dial tone, check with your system manager to verify that your telephone is administered correctly.

4   If the telephone is administered correctly but there is still not dial tone, remove power. Remove the module and refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132). If the 2420 telephone, without the module, has dial tone, connect the module to another telephone.

   a.   If the module works in the new telephone, the 2420 telephone to which the module was originally connected is faulty.

   b.   If the new 2420 telephone, after the module has been connected, does not work, the module is faulty.

5   If the original 2420 telephone, without the module, still does not work, find a working 2420 telephone. Unplug this telephone from its modular wall jack. Plug your 2420 telephone into that jack and verify that it gets dial tone.

6   If the original 2420 telephone still does not work, plug the working 2420 telephone into your modular wall jack. If the working 2420 telephone has dial tone, your own telephone is faulty. See your system manager.

**Problems Related to External Speakerphones**

The following problems may occur with some external speakerphones connected to the 200-type module. These problems may occur with other equipment as well.

**PROBLEM: YOU CANNOT MAKE/ANSWER CALLS AT YOUR 2420 TELEPHONE**

The analog equipment attached to your 2420 telephone may be off-hook because it does not detect the "disconnect" signal sent from the 200-type module. You must manually turn off (that is, place on-hook) your analog equipment.

**PROBLEM: ANALOG EQUIPMENT DOES NOT GO ON-HOOK WHEN YOU LIFT TELEPHONE HANDSET**

The analog equipment attached to your 2420 telephone may not go on-hook automatically when you lift the 2420 telephone handset for two reasons. First, make sure that the switch settings on the 200-type module are correct. Remove power and refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132). If the settings are correct, the analog equipment does not detect the "disconnect" signal sent from the 200-type module. You must manually turn off (that is, place on-hook) your analog equipment.

**PROBLEM: ANALOG EQUIPMENT DOES NOT GO ON-HOOK WHEN THE FAR END DISCONNECTS**

The analog equipment attached to your 2420 telephone may not go on-hook automatically when the far end of a call disconnects because the equipment does not detect the "disconnect" signal sent from the 200-type module. You must manually turn off (that is, place on-hook) your analog equipment.